

Washington State Patrol ACCESS Section





ACCESS Overview



Business Section

- Section Manager
- 3 Auditors
- 2 Trainers
- 1 ISO
- 1 Office Manager

Tier 1 Support

- First line technical support

Tier 2

- WAJIS Manager
- 3 ACCESS System Administrators
- W2 Manager
- 1 W2 System Administrator



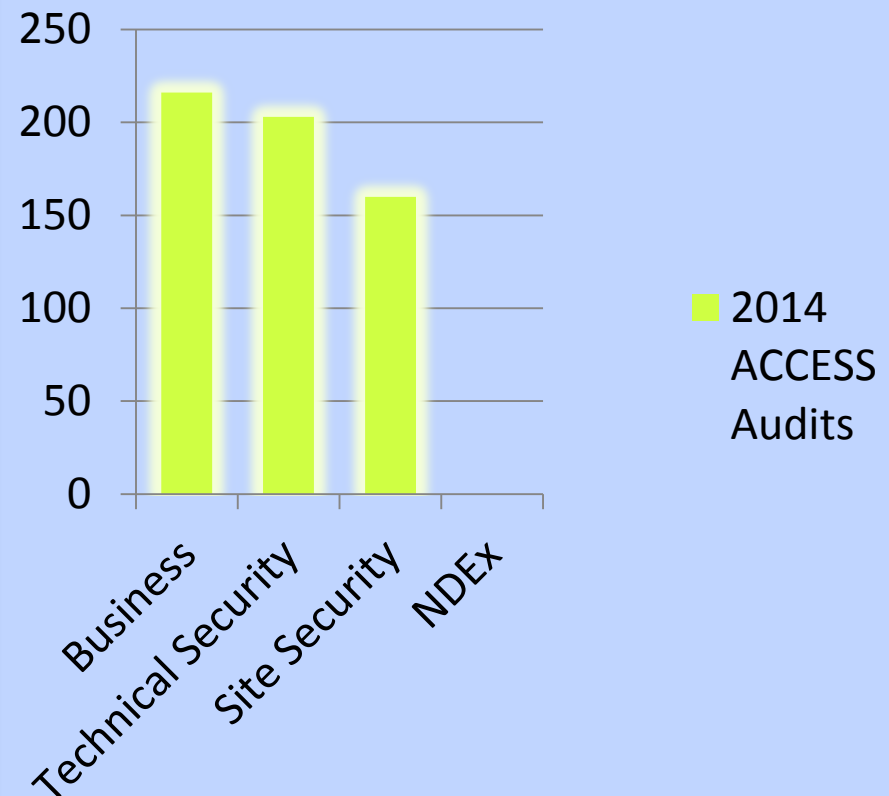


ACCESS Audits



- Staff completed 419 ACCESS technical security and business audits for the year(tri-annual cycle). There are currently 528 agencies that must be audited within the cycle.
- Staff completed 160 site security audits.

2014 ACCESS Audits





ACCESS Audit Team



- What's New
 - National Data Exchange (N-DEx) Audit
 - Disposition of Firearms (DOF)
 - Criminal History and ORI Audits
 - Technical Audits

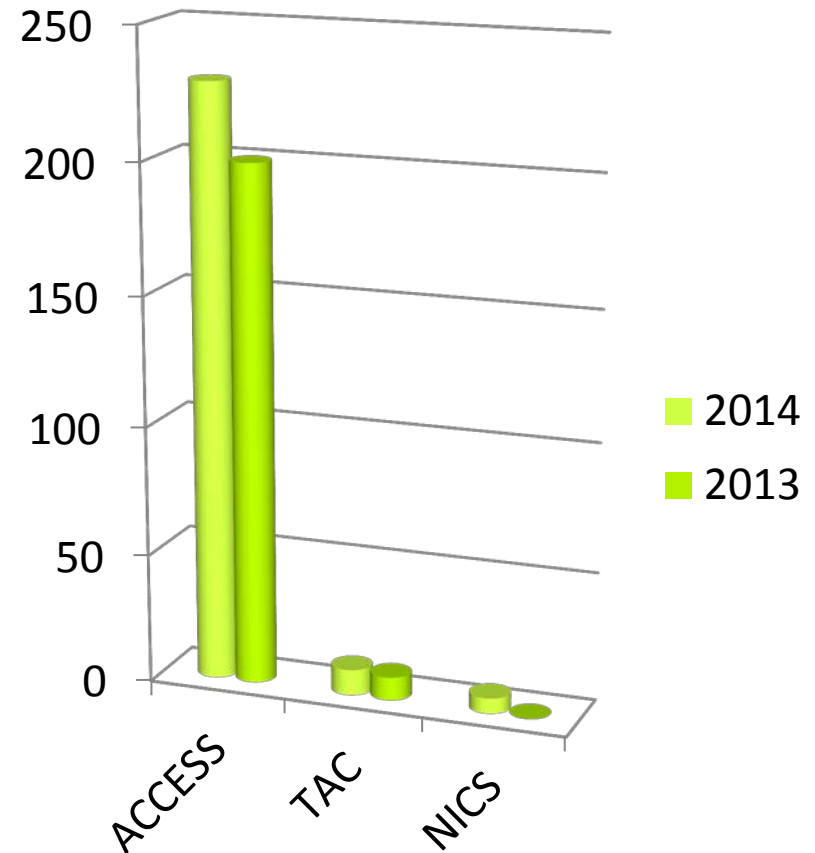




ACCESS Training



- Provided 229 ACCESS certifications classes across the state to 2,595 students
- Provided 10 TAC classes regionally
- New in 2014, provided 6 NICS classes regionally





ACCESS Training Team

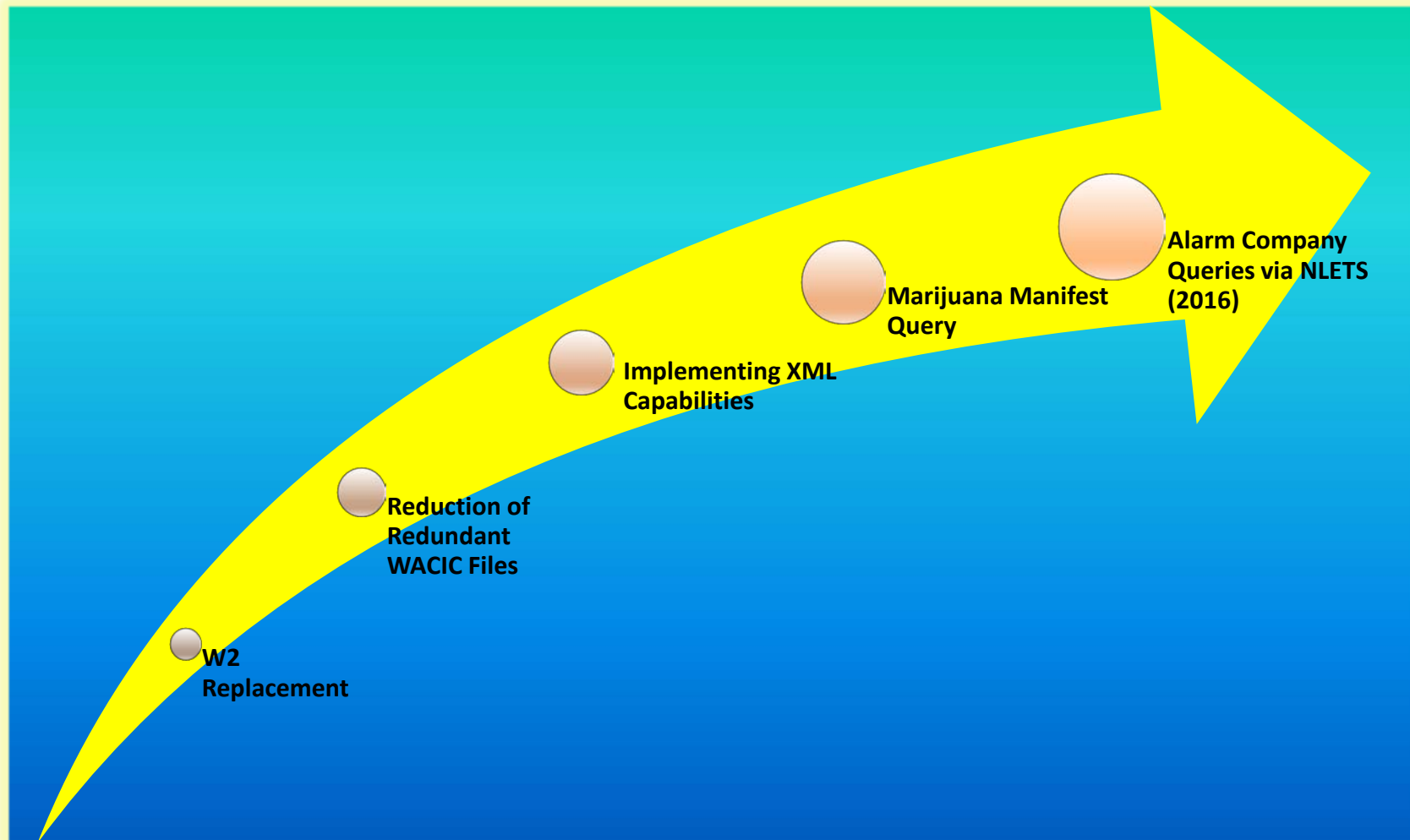


- New training process
 - nexTEST
 - CJIS Online
- NICS and TAC Training
- Online presentations





Projects



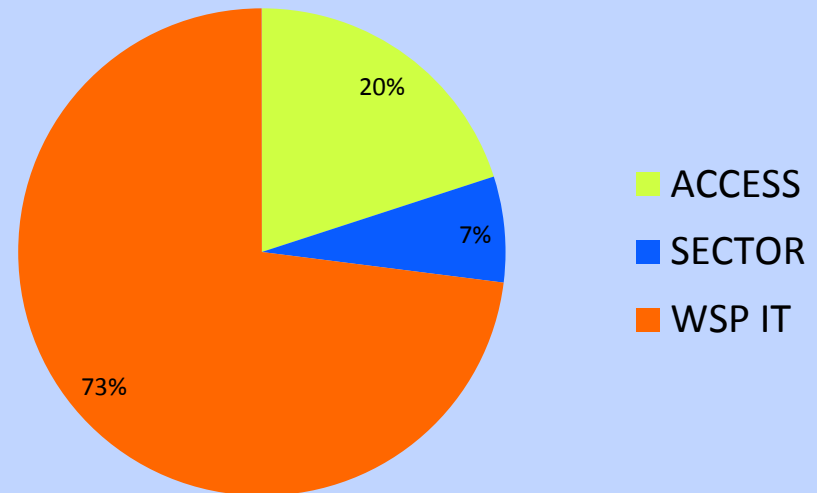


Tier 1 – WSP Customer Services Unit (AKA – The ACCESS Help Desk)



- WSP ACCESS help desk staffed by 9 technicians 24x7x365 who are responsible for intake of ACCESS, SECTOR, and WSP IT requests.
- Most ACCESS calls fall into two categories:
 - NCIC Code manual questions (i.e., what MAK do I use?)
 - ACCESS “not working” (may be the SGN, or other cause)
- During outages, call volume increases dramatically:
 - When there is a known outage, the message is changed on the phone to provide information to users

WSP Help Desk IT Requests



- During 2014, the WSP Help Desk received 25,000 phone calls and worked on 32,000 work orders for both internal WSP and external law enforcement agencies
- 20% of work requests are ACCESS related



Tier 2



ACCESS System Administration

ACCESS Systems Administrators

- Bob Marlatt , Manager
- Jim Manong
- Diane Fossett
- Kelli Campos

What We Do

- Resolve ACCESS Technical Issues
- Resolve Connection and network Issues
- Process Journal Searches and Public Disclosure requests
- Troubleshoot ACCESS message issues
- Manage ACCESS configuration (Users, Routing, ORIs, Devices, etc.)
- Manage defect corrections and technology upgrades

Who we Serve

- 125 Regional Systems
- 315 Agencies with OMNIXX Force Desktops
- 26K ACCESS users
- Other states

Key Accomplishments

- Implemented new OMNIXX system – April 2014.
 - System Stabilization
- Moved DOL Photo to new message switch (Decommissioning OXLIC)
- Implemented New version of OMNIXX Force Desktop
- Resolved many transaction message issues.

Initiatives

- Migrate Data Sources and Regionals to XML
 - Reduce Complexity
 - Reduce Regional Costs
 - Enable future Connectivity
- Enable sharing of Images using AM Messages
- Improve Journal Search and Public Disclosure Initiatives
- Automated Alarm Notification for communications centers
- Liquor Control Board - Marijuana Manifest



Tier 2 W2 Support



W2 Systems Support Staff

- Cynthia Kreitzberg, W2 Manager
- Rose Clowers, Administrator
- Jannice Gordon, System Support
- Josh Napier, System Support
- Vani Chunduru, System Support
- Troy House, System Support

What We Do

- Resolve ACCESS Transaction Issues
- Provide reports and data extracts of WACIC and WASIS data.
- Document and coordinate system change requirements.
- Test and validate system changes.
- Coordinate changes with ACCESS and local customers.

Who we Serve

- WSP Criminal Records Division
- 125 Regional Systems
- 315 Agencies with OMNIXX Force Desktops
- 26K ACCESS users
- Other states

Key Accomplishments

- Implemented new OMNIXX system – April 2014.
- Requirements documentation – W2 Replacement project.
- Resolved transaction message issues arising out of the ACCESS Replacement.

Initiatives

- WACIC/WASIS Replacement Project
- Migrate Articles, Guns, Missing and Unidentified Files to reside at NCIC only. (Pawned Property functionality will remain in WACIC)
- Comprehensive Technical Documentation for WACIC and NCIC transaction formats and routing.
- Migrate WACIC and WASIS to XML transaction formats as part of the replacement project.



Thank you!